

## DCII FAQs

1. When checking the SII, I receive Error 2074, 2068, 4735 or 12203, what do these mean?

Error 2074, means that OPM's Database is not available.

Error 2068, SNA Gateway is down.

Error 4735, connection to OPM cancelled.

Error 12203, system has lost contact.

These messages indicate a problem with connecting to the OPM system. We have found that if you wait for about 30 minutes and try again this problem will usually be resolved. If problem persists call the Help Desk to see if they have more information.

2. What operating systems are compatible with DCII?

DCII has been tested with 95, 98 and NT. While we have had users advise us that they are successfully using DCII with Microsoft 2000, we can not guarantee this, as DCII has not been tested with this system.

3. My organization has mandated the use of Internet Explorer. Is this a problem?

DSS uses and recommends NETSCAPE. DCII has not been tested with IE. We do have users who are able to access the DCII with IE.

4. What do errors TNS 12660 and TNS 12683 mean?

Both of these errors have to do with encryption. We have found that if you have a SQLNET.ORA file on your system, renaming the file should take care of this error. Example: rename the file to SQLNET.OLD and see if this will resolve the problem. If you have other ORACLE Applications, you need to check first with your System Administrator before renaming the file as this may cause problems with your other applications.

5. How will I know that I am using the HTML version of DCII?

When you get the login prompt for the HTML version you will be asked for your **UserID** and **Password**. **You will not be asked to select a database.**

6. How will I know that I am using the Web Forms version of the DCII?

When you bring up this application, you will see the following at the top of Internet Browser window:  
**"Developer/2000 Server-Netscape."** You will be asked for your **UserID, Password and the database.**

7. How will I know that I am using the Client Server version of the DCII?

When you bring up this application, you will see the following in the title bar of the application window:  
**"Developer/2000 Forms Runtime for Windows 95 & NT."** You are not using the Internet Browser to get into this application.